

Service Level Agreement (SLA)

Date: [Insert Date]

Between:

[Client Name]

[Client Address]

[Client Contact Information]

and

[Service Provider Name]

[Service Provider Address]

[Service Provider Contact Information]

1. Purpose

This Service Level Agreement outlines the terms and conditions under which IT support services will be provided to the Client by the Service Provider.

2. Scope of Services

The Services covered under this Agreement include:

- Help Desk Support
- On-Site Support
- Remote Assistance
- Maintenance and Updates

3. Service Level Objectives

The Service Provider agrees to the following service levels:

- Response Time: [Specify response time]
- Resolution Time: [Specify resolution time]
- Availability: [Specify hours of support availability]

4. Reporting and Review

Performance metrics will be reviewed on a [monthly/quarterly] basis through reports shared with the Client.

5. Terms and Termination

This Agreement shall commence on [start date] and shall continue until [end date] or until terminated by either party with [notice period] notice.

6. Signatures

[Client Name]

[Client Title]

Date: _____

[Service Provider Name]

[Service Provider Title]

Date: _____